

Clarity® P400™

Featuring Clarity® Power™ Technology

Clarity P400 User Guide



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CLARITY 
Amplifying Your Life™

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SAFETY INSTRUCTIONS

Read and Understand All Instructions

1. Never install telephone wiring during a lightning storm.
2. Never install telephone jacks in wet locations unless the jack is specifically designed for wet locations.
3. Never touch uninsulated telephone wires or terminals unless the line has been disconnected at the network interface.
4. Use caution when installing or modifying telephone lines.

Important Safety Instructions

When using your telephone equipment, basic safety precautions should always be followed to reduce the risk of fire, electric shock and injury to persons, including the following:

- Read and understand all instructions.
- Follow all warnings and instructions marked on the product.
- Unplug this product from the wall outlet before cleaning. Do not use liquid cleaners or aerosol cleaners. Use a damp cloth for cleaning.
- Do not use this product near water, for example, near a bath tub, wash bowl, kitchen sink, or laundry tub, in a wet basement, or near a swimming pool.
- Do not place this product on an unstable cart, stand or table. The product may fall, causing serious damage to the product.
- Slots and openings in the cabinet and the back or bottom are provided for ventilation, to protect it from overheating. These openings must not be blocked or covered. The openings should never be blocked by placing the product on the bed, sofa, rug, or other similar surface. This product should never be placed near or over a radiator or heat register. This product should not be placed in a built-in installation unless proper ventilation is provided.
- Do not allow anything to rest on the power cord. Do not locate this product where the cord will be abused by persons walking on it.
- Never push objects of any kind into this product through cabinet slots as they may touch dangerous voltage points or short out parts that could result in a risk of fire or electric shock. Never spill liquid of any kind on the product.
- To reduce the risk of electric shock, do not disassemble this product. Opening or removing covers may expose you to dangerous voltages or other risks. Incorrect reassembly can cause electric shock when the appliance is subsequently used.

SAFETY INSTRUCTIONS

- Unplug this product from the wall outlet and refer servicing to the manufacturer under the following conditions:
 - A. When the power supply cord or plug is damaged or frayed.
 - B. If liquid has been spilled into the product.
 - C. If the product has been exposed to rain or water.
 - D. If the product does not operate normally by following the operating instructions.

Adjust only those controls that are covered by the operating instructions because improper adjustment of other controls may result in damage and will often require extensive work by a qualified technician to restore the product to normal operation.

- E. If the product has been dropped or the cabinet has been damaged.
 - F. If the product exhibits a distinct change in performance.
- Avoid using a telephone (other than a cordless type) during an electrical storm. There may be a remote risk of electric shock from lightning.
- Do not use this telephone to report a gas leak in the vicinity of the leak.

The following items are included as part of the CS-03 Requirements.

The Load Number of the equipment is 20.

The standard connecting arrangement code for the equipment is CA11A.

NOTICE: The Canadian Department of Communications label identifies certified equipment. This certification means that the equipment meets certain telecommunications network protective operational and safety requirements. The Department does not guarantee that the equipment will operate to the user's satisfaction.

Before installing this equipment, users should ensure that it is permissible to be connected to the facilities of the local telecommunications company. The equipment must also be installed using an acceptable method of connection. In some cases, the company's inside wiring associated with a single line individual service may be extended by means of a certified connector assembly (telephone extension cord). The customer should be aware that compliance with the above conditions may not prevent degradation of service in some situations.

Repairs to certified equipment should be made by an authorized

SAVE THESE INSTRUCTIONS

SAFETY INSTRUCTIONS

Canadian maintenance facility designated by the supplier. Any repairs or alterations made by the user to this equipment, or equipment malfunctions, may give the telecommunications company cause to request the user disconnect the equipment.

Users should ensure for their own protection that the electrical ground connections of the power utility, telephone lines and internal metallic water pipe system, if present, are connected together. This precaution may be particularly important in rural areas.

CAUTION: Users should not attempt to make such connections themselves, but should contact the appropriate electric inspection authority, or electrician, as appropriate.

The Load Number (LN) assigned to each terminal device denotes the percentage of total load to be connected to a telephone loop which is used by the device to prevent overloading. The termination on a loop may consist of any combination of devices subject only to the requirement that the total of the load numbers of all the devices does not exceed 100.

Introducing the Clarity P400

Thank you for selecting the exciting new P400 from Clarity. These Operating Instructions and the associated Quick Operating Guide provide you with the information you need to use your P400 effectively and safely. Read this manual thoroughly before using your telephone. Keep the manual near the telephone for easy reference.

Warranty Service

Your telephone is designed to provide years of quality service. But, should the phone malfunction and the Troubleshooting Chart on page 14 not resolve the problem, follow the Warranty procedure on page 18.

Sales Receipt

Be sure to save your sales receipt as proof of purchase date should you need warranty service.

Help from Clarity

For help with using your P400 phone call our Customer Relations department at 800-426-3738.

Please make sure your P400 package includes the items shown in Figure 1.

Package Checklist

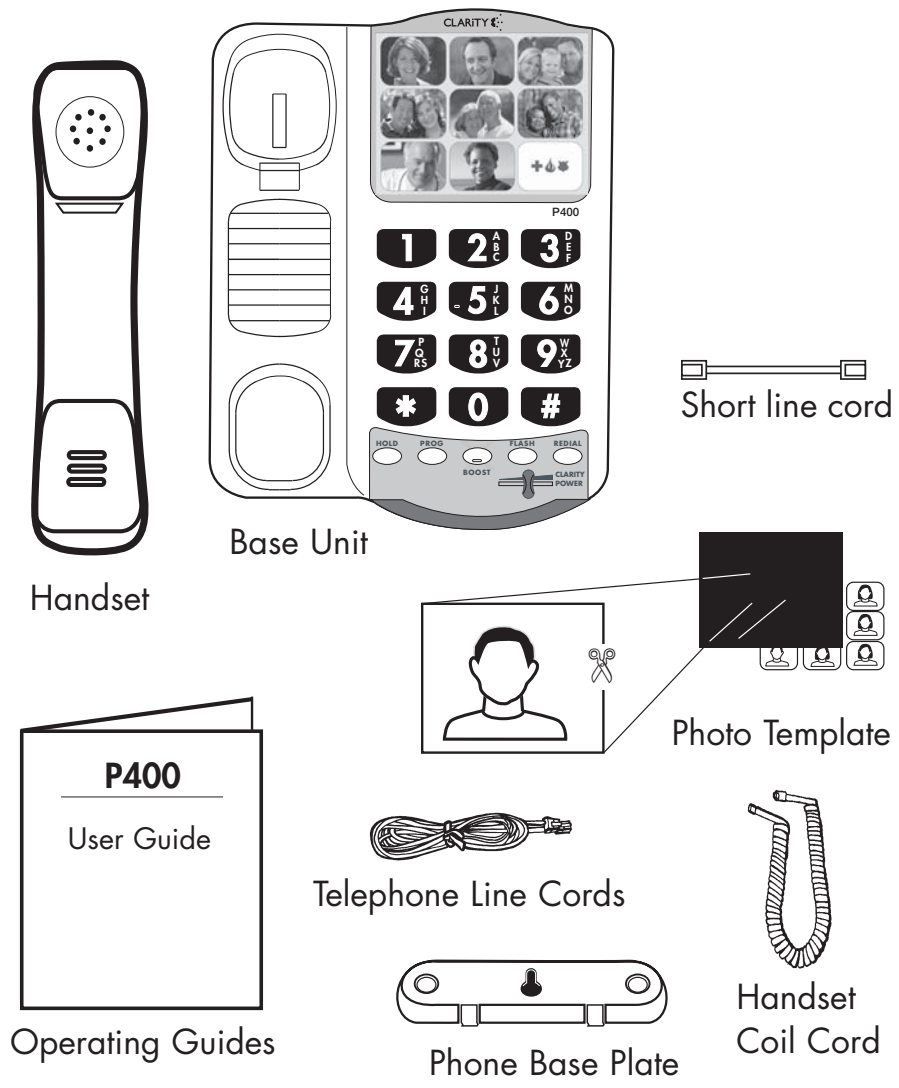


Fig. 1 – Package Contents

Features

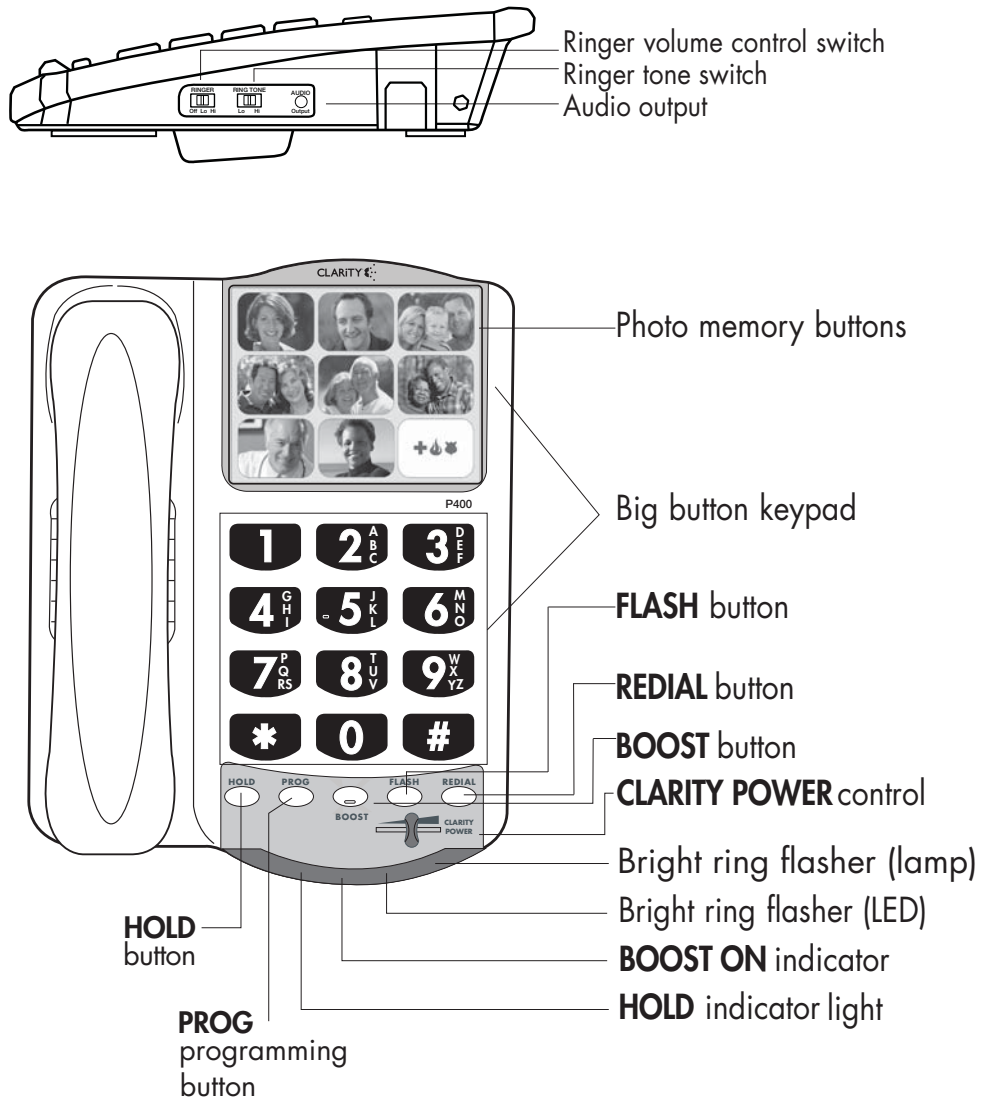


Fig. 2 – Features of the P400 phone

Installation

Follow the steps below to connect and install your P400 telephone.

A. Desk Mounting

1. Set the dial mode switch to T (tone) if you have touch tone service. Set the switch to P (pulse) if you have pulse (rotary) dialing.
2. Connect telephone line cord to telephone as shown in figure 3.
3. Connect handset cord to the telephone as shown below.
4. Lift the handset and listen for a dial tone.
5. Your P400 is ready to use.

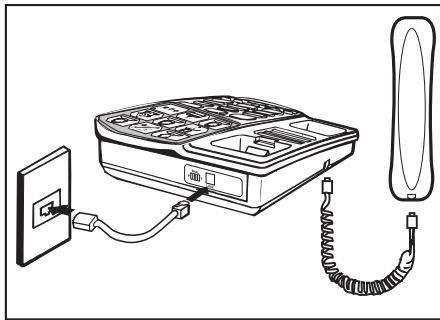


Fig. 3 – Connections and installation

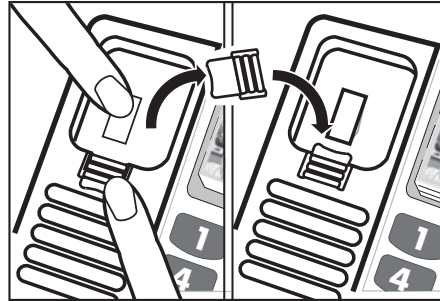


Fig. 4 – Handset hook change

B. Wall Mounting

1. Pull the handset hook out and reverse its position so that the hook points up and will hold the handset when you hang up as shown in figure 4.
2. Insert the tabs of the phone base into the slots in the lower position of the base. Push in and down firmly until it snaps into place as shown in figure 5.

Installation

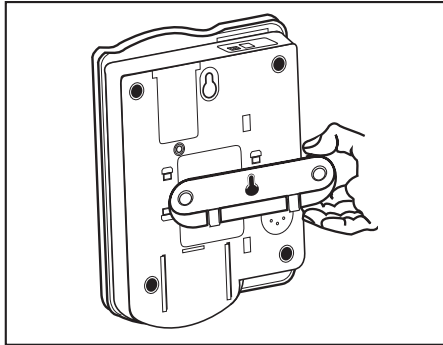


Fig. 5 – Phone base installation for wall mounting

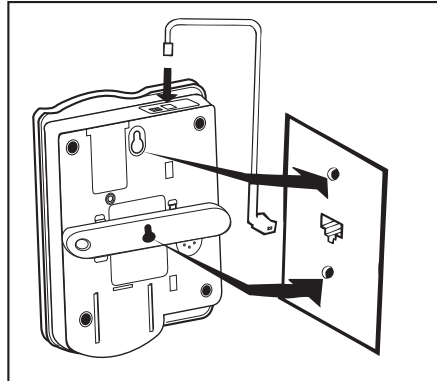


Fig. 6 – Wall mounting installation

3. Using the short modular cord, mount the phone as shown in figure 6.
4. Set the dial mode switch to T (tone) if you have touch tone service. Set the switch to P (pulse) if you have pulse rotary dialing.

5. Connect the handset cord to the telephone as shown in figure 3.

6. Lift the handset and listen for a dial tone.

7. Your P400 phone is ready for use.

C. Battery Installation

To make the visual ringer brighter install a 9 volt battery.

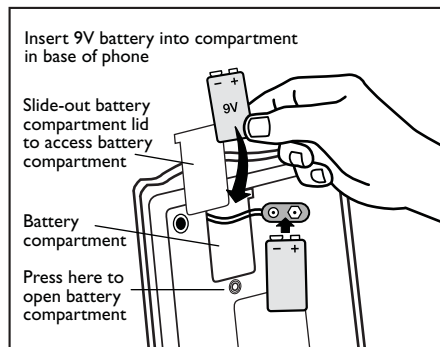


Fig. 7 – Battery installation

Telephone Operations

The P400 phone is designed to help you communicate easily. There are many convenient, easy-to-use features.

A. Photo Directory Set Up

You can program up to 9 photo-dial memory buttons with the numbers you dial most frequently. As these numbers change, it is easy to change the photos and numbers in the phone's memory. If you prefer, you can write the names and/or telephone numbers into the directory's nine spaces.

1. Select the photos you wish to use. Use the photo template as a guide to cut your photos to fit the photo frames.
2. Insert photos or written names into memory button frames.
3. Place the clear plastic overlay over your photos and insert the tabs into the slots.

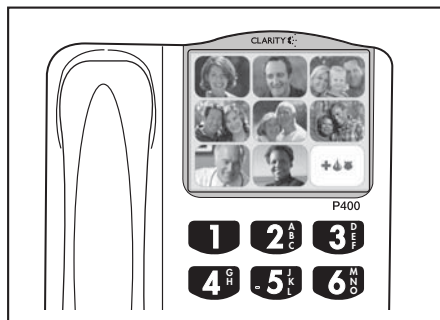


Figure 7

B. Programming The Photo Directory

1. Lift the handset and press PROG button.
2. Enter a phone number as you would dial it.
3. Press PROG again and then press the corresponding memory button to store this number. Hang up immediately.
4. The number is now stored into memory. The memory button in the lower right corner of the frame can be programmed for emergencies.

C. Memory Dialing

Pick up the handset and simply press the photo directory button to dial the phone number programmed.

D. Clarity® Power™ Control

The Clarity Power increases the incoming voice up to 26 decibels (dB). The graduated scale indicates the loudness of the volume setting.

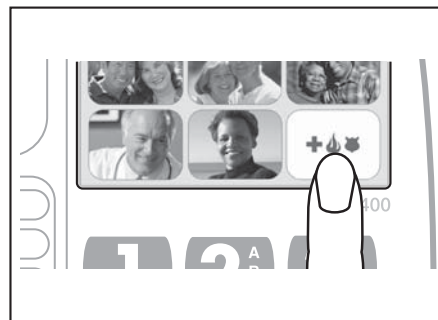


Figure 8

Telephone Operations

The Clarity Power is turned on by pressing the BOOST button as described in the next section.

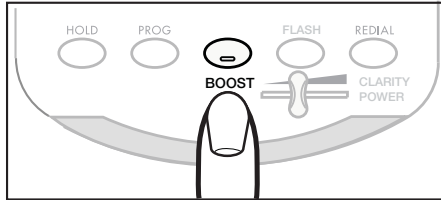


Figure 9

E. Boost Button

Press the BOOST button to turn the amplifier on. When BOOST is on, it returns to your previous amplification setting and a red light will illuminate in the ring flasher area. When you hang up the handset, it automatically turns off the amplifier.

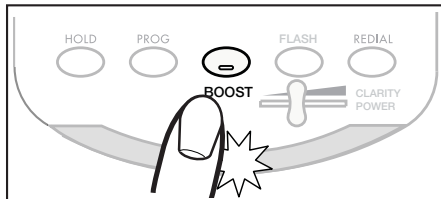


Figure 10

F. Ringer Volume

You may adjust the ringer volume of your P400 phone to suit your needs. When set on high, the ringer produces a tone that reaches approximately 75 decibels.

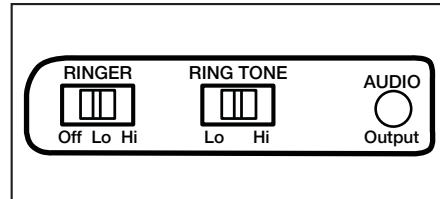


Figure 11

G. BOOST ON/OFF Switch

This switch will disable the reset feature of the BOOST Clarity Power button as follows:

(Located on the bottom of the base)

ON – When the Boost ON/OFF switch is set to “ON”, the Boost function will be ON every time a call starts, and will default to ON every time the phone hangs up. During a call, the BOOST Clarity Power button can toggle the Clarity Power ON or OFF according to the user’s needs.

OFF – When the Boost ON/OFF switch is set to “OFF”, the Boost function (Clarity Power) will be OFF every time a call starts, and the user will need to press the BOOST Clarity Power button in order to gain the extra level of amplification. If the phone hangs up, the Clarity Power will reset to OFF. During a call, the BOOST Clarity Power button can toggle the Clarity Power function ON or OFF according to the user’s needs.

Telephone Operations

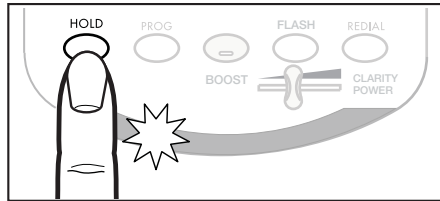


Figure 12

H. Hold Button

To put the line on hold, simply press the HOLD button and return the handset to its cradle. Notice the red light HOLD indicator. When you pick up an extension phone on the same line, the P400 will disconnect. Putting the call on hold also mutes the handset.

I. Last Number Redial Button

The P400 phone remembers the last number dialed from the phone up to 32 digits. Lift the handset and simply press the REDIAL button to dial the last number dialed.

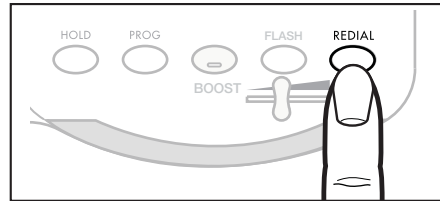


Figure 13

J. Flash Button

The flash feature is used to access special telephone functions and services available from your local phone company, such as: call waiting, 3-way calling and others. Press this button to activate the flash feature.

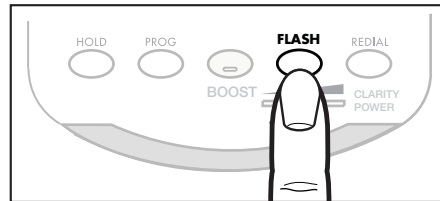


Figure 14

Troubleshooting

If any problem should arise during use of your P400 phone, try the suggestions listed below. Should the difficulty persist, contact Clarity or your authorized dealer for assistance.

SYMPTOM

No dial tone

No number dialed when memory button pressed

Call cannot be dialed, or is dialed slowly

No audible ring

CAUSE AND CORRECTIVE ACTION

Check all phone cord connections.

No number stored in that memory button. See "Programming The Photo Directory", p. 12.

See "Installation" section to reset the dial mode switch, p. 11.

Make sure the ringer is not set to "Off" position.

Regulatory Compliance

REGULATORY COMPLIANCE

Part 68 of FCC Rules Information

a) This equipment complies with Part 68 of the FCC rules and the requirements adopted by the ACTA. On the bottom of this equipment is a label that contains, among other information, a product identifier in the format US:AAAEQ##TXXXX. If requested, this number must be provided to the telephone company.

b) A plug and jack used to connect this equipment to the premises wiring and telephone network must comply with the applicable FCC Part 68 rules and requirements adopted by the ACTA. A compliant telephone cord and modular plug, RJ11 C USOC, is provided with this product. It is designed to be connected to a compatible modular jack that is also compliant. See installation instructions for details.

c) The REN is used to determine the number of devices that may be connected to a telephone line. Excessive RENs on a telephone line may result in the devices not ringing in response to an incoming call. In most but not all areas, the sum of RENs should not exceed five (5.0). To be certain of the number of devices that may be connected to a line, as determined by the total RENs, contact the local telephone company. For products approved after July 23, 2001, the REN

for this product is part of the product identifier that has the format US:AAAEQ##TXXXX.

The digits represented by ## are the REN without a decimal point (e.g., 03 is a REN of 0.3). For earlier products, the REN is separately shown on the label.

d) If this telephone equipment causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. But if advance notice isn't practical, the telephone company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.

e) The telephone company may make changes in its facilities, equipment, operations or procedures that could affect the operation of the equipment. If this happens the telephone company will provide advance notice in order for you to make necessary modifications to maintain uninterrupted service.

f) If trouble is experienced with this telephone equipment, for repair or warranty information, please contact Clarity, 1-800-552-3368. If the equipment is causing harm to the telephone network, the telephone company may request that you disconnect the equipment until the problem is resolved.

Regulatory Compliance

g) This telephone equipment is not intended to be repaired and it contains no repairable parts. Opening the equipment or any attempt to perform repairs will void the warranty. For service or repairs, call 1-800-552-3368.

h) Connection to party line service is subject to state tariffs. Contact the state public utility commission, public service commission or corporation commission for information.

i) If your home has specially wired alarm equipment connected to the telephone line, ensure the installation of this telephone equipment does not disable your alarm equipment. If you have questions about what will disable alarm equipment, consult your telephone company or a qualified installer.

j) This telephone equipment is hearing aid compatible.

Customer-Owned Coin/Credit Card Phones:

To comply with state tariffs, the telephone company must be given notification prior to connection. In some states, the state public utility commission, public service commission or corporation commission must give prior approval of connection.

Part 15 of FCC Rules Information

This device complies with Part 15 of the FCC Rules. Operation is subject

to the following two conditions:

(1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Your equipment has been tested and found to comply with the limits of a Class B digital device, pursuant to Part 15 of FCC rules. These limits are designed to provide reasonable protection against harmful interference in residential installation.

This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation; if this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, you are encouraged to try to correct the interference by one of the following measures:

1. Where it can be done safely, reorient the receiving television or radio antenna.

2. To the extent possible, relocate the television, radio or other receiver with respect to the telephone equipment. (This increases the separation between the telephone equipment and the receiver.)

Regulatory Compliance

3. Connect the telephone equipment into an outlet on a circuit different from that to which the television, radio, or other receiver is connected.

4. Consult the dealer or an experienced Radio/TV Technician for help. **CAUTION:** Changes or modifications not expressly approved by the manufacturer responsible for compliance could void the user's authority to operate the equipment.

Industry Canada Technical Specifications

This product meets the applicable Industry Canada technical specifications.

Before installing this equipment, users should ensure that it is permissible to be connected to the facilities of the local telecommunications company. The equipment must also be installed using an acceptable method of connection. In some cases, the company's inside wiring associated with a single line individual service may be extended by means of a certified connector assembly (telephone extension cord). The customer should be aware that compliance with the above conditions may not prevent degradation of service in some situations. Repairs to certified equipment should be made by an authorized Canadian maintenance facility designated by the supplier.

Any repairs or alterations made by the user to this equipment, or

equipment malfunctions, may give the telecommunications company cause to request the user to disconnect the equipment.

Users should ensure for their own protection that the electrical ground connections of the power utility, telephone lines and internal metallic water pipe system, if present, are connected together. This precaution may be particularly important in rural areas.

CAUTION: Users should not attempt to make such connections themselves, but should contact the appropriate electrical inspection authority, or electrician, as appropriate.

The Ringer Equivalence Number is an indication of the maximum number of terminals allowed to be connected to a telephone interface. The termination on an interface may consist of any combination of devices subject only to the requirement that the sum of the Ringer Equivalence Numbers of all the devices does not exceed five.

(The term "IC:" before the certification/registration number only signifies that the Industry Canada technical specifications were met.)

The party responsible for regulatory compliance:

Clarity, A Division of Plantronics, Inc.
4289 Bonny Oaks Drive, Suite 106
Chattanooga, TN 37406
Phone: 1-800-552-3368

Warranty & Service

The following warranty and service information applies only to products purchased and used in the U.S. and Canada. For warranty information in other countries, please contact your local retailer or distributor.

Limited Warranty

Clarity, a division of Plantronics, Inc. (“Clarity”) warrants to the original consumer purchaser that, except for limitations and exclusions set forth below, this product shall be free from defects in materials and workmanship for a period of one (1) year from the date of original purchase (“Warranty Period”). The obligation of Clarity under this warranty shall be at Clarity’s option, without charge, of any part or unit that proves to be defective in material or workmanship during the Warranty Period.

Exclusions from Warranty

This warranty applies only to defects in factory materials and factory workmanship.

Any condition caused by accident, abuse, misuse or improper operation, violation of instructions furnished by Clarity, destruction or alteration, improper electrical voltages or currents, or repair or maintenance attempted by anyone other than Clarity or an authorized service center, is not a defect covered by

this warranty. Telephone companies manufacture different types of equipment and Clarity does not warrant that its equipment is compatible with the equipment of a particular phone company.

Implied Warranties

Under state law, you may be entitled to the benefit of certain implied warranties. These implied warranties will continue in force only during the warranty period. Some states do allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

Incidental or Consequential Damages

Neither Clarity nor your retail dealer or selling distributors has any responsibility for any incidental or consequential damages including without limitation, commercial loss or profit, or for any incidental expenses, expenses, loss of time, or inconvenience. Some states do not allow exclusion or limitation of incidental or consequential damage, so the above limitation or exclusion may not apply to you.

Other Legal Rights

This warranty gives you specific legal rights and you may also have other rights which vary from state to state.

Warranty & Service

How to Obtain Warranty Service

To obtain warranty service, please prepay shipment and return the unit to the appropriate facility listed below.

In the United States

Clarity Service Center
4289 Bonny Oaks Drive, Suite 106
Chattanooga, Tennessee 37406
Tel: (423) 622-7793
or (800) 426-3738
Fax: (423) 622-7646
or (800) 325-8871

In Canada

Plantronics Service Center
8112 Trans-Canada Hwy.
Ville St. Laurent, Que.
H4S 1M5 Canada
Tel: (800) 540-8363
(514) 956-8363
Fax: (514) 956-1825

Please use the original container, or pack the unit(s) in a sturdy carton with sufficient packing material to prevent damage.

Include the following information:

1. A proof-of-purchase indicating model number and date of purchase.
2. Bill-to address.
3. Ship-to address.
4. Number and description of units shipped.
5. Name and telephone number of person to call, should contact be necessary.
6. Reason for return and description of the problem.

Damage occurring during shipment is deemed the responsibility of the carrier, and claims should be made directly with the carrier.